

**OFFICIAL FILE**  
**ILLINOIS COMMERCE COMMISSION FORMAL COMPLAINT**

Illinois Commerce Commission  
527 E. Capitol Avenue  
Springfield, Illinois 62701

For Commission Use Only:

Case:

070615

**ORIGINAL**

Regarding a complaint by (Person making the complaint):

Tonnette R. Williams

Against (Utility name):

Peoples Gas

As to (Reason for complaint)

Peoples Gas falsely bill me and threatened to disconnect service.

ILLINOIS  
COMMERCE COMMISSION  
2007 DEC 14 A 10:31  
CHIEF CLERK'S OFFICE

in Chicago Illinois.

**TO THE ILLINOIS COMMERCE COMMISSION, SPRINGFIELD, ILLINOIS:**

My mailing address is

16951 Carrington Dr., South Holland, IL 60473

The service address that I am complaining about is

7851 S. Ridgeland Ave, Chicago, IL 60649

My home telephone is

(708) 418-8876

Between 8:30 A.M. and 5:00 P.M. weekdays, I can be reached at

(773) 459-1903

My e-mail address is

Tonnette W@AOL.COM

I will accept documents by electronic means (e-mail) ☐ Yes

☒ No

(Full name of utility company)

Peoples Gas

to the provisions of the Illinois Public Utilities Act.

(respondent) is a public utility and is subject

In the space below, list the specific section of the law, Commission rule(s), or utility tariffs that you think is involved with your complaint.

N/A

Have you contacted the Consumer Services Division of the Illinois Commerce Commission about your complaint?

☒ Yes ☐ No

Has your complaint filed with that office been closed?

☐ Yes ☒ No

Please state your complaint briefly. Number each of the paragraphs. Please include time period and dollar amounts involved with your complaint. Use an extra sheet of paper if needed.

① I applied for New Service with Peoples Gas in December 2006. At that time my request was ignored. After making several calls, I was asked to submit closing documents as proof of ownership of the property.  
② After submitting closing documents, I was told I would need to submit a security deposit of \$4280<sup>00</sup>. Payment Arrangements were made for the deposit. I paid the deposit and simultaneously paid all bills mailed to me in full each month.

③ My first bill was dated 1/17/07 with the Acct # being 2 5000 4668 5422. Shortly Afterwards my acct # was changed to 2 5000 4736 4850. I continued to pay the deposit and all monthly bills. ①

Please clearly state what you want the Commission to do in this case: I would like the Commission to formally assist me with having this unjustifiably high bill eliminated or lowered. ② If a payment needs to be made, to allow me to use my security deposit as part of the payment. ③ Thirdly, to assure that Peoples Gas does not scar my credit report with such a high bill/collection amount.

**NOTICE:** If personal information (such as a social security number or a bank account number) is contained in this complaint form or provided later in this proceeding, you should submit both a public copy and a confidential copy of the document. Any personal information contained in the public copy should be obscured or removed from the document prior to its submission to the Chief Clerk's office. Any personal information contained in the confidential copy should remain legible. If personal information is provided in your public copy, be advised that it will be available on the internet through the Commission's e-Docket website. The confidential copy of any filing you make, however, will only be available to Commission employees. If you file both a public and confidential version of a document, clearly mark them as such.

Today's Date: December 10, 2007  
(Month, day, year)

Complainant's Signature: [Signature]

If an attorney will represent you, please give the attorney's name, address, telephone number, and e-mail address.

When you finish filling out this complaint form, you need to file the original with the Commission's Chief Clerk. When filing the original complaint, be sure to include one copy of the original complaint for each utility company complained about (referred to as respondents).

#### VERIFICATION

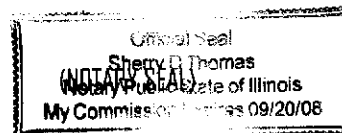
A notary public must witness the completion of this part of the form.

I, Tonnette R. Williams, Complainant, first being duly sworn, say that I have read the above petition and know what it says. The contents of this petition are true to the best of my knowledge.

[Signature]  
Complainant's Signature

Subscribed and sworn/affirmed to before me on (month, day, year) 12/10/07

[Signature]  
Signature, Notary Public, Illinois



**NOTE:** Failure to answer all of the questions on this form may result in this form being returned without processing.

Tonnette R. Williams  
7851 S. Ridgeland Ave.  
Chicago, IL 60649

Continued...

- 4) On 7/16/2007, Peoples Gas billed me for \$504.64. I mailed a payment off immediately. A few days later I received a call from Antonio from collections stating that I had a bill for approximately \$16,000.00. I told him that my account and security deposit was paid in full, and that he must have me confused with some one else. Eleven (11) days after the initial July statement (July 27, 2007), I received a disconnection notice for \$16,052.47. The notice stated that my service would be shut off on 8/7/07.
- 5) I immediately contacted the Attorney General's Office, who put me in touch with the Illinois Department of Commerce.

